



GOVERNMENT OF WEST BENGAL
OFFICE OF THE PRINCIPAL
BARASAT GOVERNMENT MEDICAL COLLEGE & HOSPITAL.
Banamalipur, Barasat, North 24 Parganas, Kolkata - 700 124
Email Id:principal.barasatgmch@gmail.com

Memo No. BGMC/24/1740

Date: 28.10.2024

Students' Grievance Redressal Cell, Barasat Government Medical college & Hospital

Sl. No.	Name of the member	Designation	Structure of the committee	Mobile no.
1.	Prof (Dr) Suhrita Paul	Principal	Chairperson	
2.	Prof. (Dr.) Sumana Panja	Dean of Students Affairs	Convener	7003955245
3.	Prof. (Dr.) Prabir Kumar Mukhopadhyay.	HOD, Dept. of Microbiology	Member	9123099036
4.	Prof. (Dr.) Gopal Chandra Mondal.	HOD, Dept. of Anatomy	Member	9474364316
5.	Dr. Kallol Roy	HOD, Dept. of FMT	Member	9433756092
6.	Miss Himansi	Senior batch Student	Invitee Member	8307658681

SP Paul
Principal
28/10/24
Principal
Barasat Govt. Medical College & Hospital
Kolkata 700124

Barasat Government Medical College and Hospital

Date: 28.10.24

Memo No. BGMC/24/1740/1(6)

Copy to

1. Prof. (Dr.) Sumana Panja, Dean of Students Affairs, Barasat Government Medical College and Hospital
2. Prof. (Dr.) Prabir Kumar Mukhopadhyay, HOD, Dept. of Microbiology, Barasat Government Medical College and Hospital.
3. Prof. (Dr.) Gopal Chandra Mondal, HOD, Dept. of Anatomy, Barasat Government Medical College and Hospital
4. Dr. Kallol Roy, HOD, Dept. of FMT, Barasat Government Medical College and Hospital
5. Miss Himansi, Senior batch student, Barasat Government Medical College and Hospital
6. Office Copy.

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Barasat Government Medical College and Hospital

Grievance Redressal Cell, Barasat Government Medical College & Hospital

As per the University Grants Commission (UGC) guidelines Barasat Government Medical College & Hospital is constituted a Grievance Redressal Cell to address student. Here's a comprehensive overview of the formation and functioning of such a cell

Objectives:

1. Provide a platform for students to air grievances.
2. Ensure fair and transparent redressal of grievances.
3. Promote harmony and cordiality among stakeholders.

Functions

1. Receive and record grievances from students.
2. Scrutinize and investigate grievances.
3. Provide solutions or recommendations.
4. Maintain confidentiality.
5. Submit periodic reports to the college administration.

Grievance Redressal Procedure:

1. Submit written complaint to the Cell.
2. Cell acknowledges receipt and registers complaint.
3. Investigation and information gathering.
4. Solution or recommendation provided.
5. Appeal to next higher authority if not satisfied.

Guidelines:

1. Constitute and notify cell on college website/notice board.
2. Meet at least once a month.
3. Display cell members' contact details.
4. Ensure time-bound disposal of grievances (within 30 days).

Key Features:

1. Impartiality and neutrality.
2. Confidentiality.
3. Transparency.

4. Accessibility.
5. Time-bound disposal.

Online Grievance Redressal System:

To enhance accessibility and efficiency, an online system integrating:

1. Online complaint submission.
2. Automatic acknowledgment.
3. Status tracking.
4. SMS/email notifications.

Monitoring and Evaluation:

1. Regular review of cell performance.
2. Stakeholder feedback.
3. Annual reporting to West Bengal University of Health Sciences (WBUHS)

Contact Details:

Grievance Redressal Cell,

Barasat Government Medical College & Hospital,

Address- Banamalipur, Barasat, North 24 parganas, Kolkata 700124

Phone Numbers- 7003955245

Email ID- dean.barasatgmch@gmail.com

Website- barasatgmch.ac.in